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**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**Authorized Human Resources & Equal Employment Opportunity Services**

**STANDARD INDUSTRY GROUP: 738 X**

**SERVICE: Human Resources General Support Services & EEO Services**

**SERVICE CODE(S): R499 & R799**

**Contract number: GS-02F-036DA**

**Contract period: August 29, 2016 through August 28, 2021**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

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**Deer Oaks EAP Services, LLC**

126 E Main Pl Ste 8

San Antonio, TX 78205-2763

DUNS: 078619872 CAGE Code: 6TVB4

Voice: (301) 829-0364 Fax: (210) 569-8157

Contact: Greg Brannan Email: [gbrannan@deeroaks.com](mailto:gbrannan@deeroaks.com)

Contractor's internet address/web site where schedule information can be found:

[www.deeroakseap.com](http://www.deeroakseap.com)

Business size: Other than Small

## **ABOUT DEER OAKS**

### **A Leader in the Provision of Government EAP and Work/Life Solutions Since 1992**

Deer Oaks is a premier, national Employee Assistance and Work/Life Company dedicated to helping our members improve their health and well-being through quality, cost-effective services. Deer Oaks has over two decades of experience in the mental health/EAP industry and currently covers 1 million members throughout the United States through our programs.

Implementing high-quality, built-to-suit EAP programming to public employers at competitive rates is our core business. In fact, with 95% of our membership comprised of public employers, we are public sector experts. We understand the unique challenges faced by government employees and through our built-to-suit approach, strive to tailor our programming, service delivery, and account management approach to each agency we serve and their various employee populations.

Through our nationwide network of 54,000+ mental health providers and an additional 8,000 providers globally, Deer Oaks supports local, national, and international employers, delivering proactive programs and unparalleled customer service.

Our commitment to providing excellence in the core EAP technologies begins at the top. We are wholly owned and operated by Dr. Paul Boskind, a licensed psychologist with more than 22 years of experience in the EAP field. Dr. Boskind provides oversight for all aspects of Deer Oaks' clinical and administrative operations to ensure that the highest quality of services is consistently delivered to each of our EAP clients.

Through our integrated EAP and Work/Life Programs, we provide members with seamless, holistic support to achieve efficient and thorough resolution of their issues. Whether an individual needs grief counseling or an elder care assessment, our team knows our products through-and-through and will provide the member with the most holistic solution- all with one phone call. Our diverse programs promote and help employees and their dependents/household members to achieve a balance of emotional, social, environmental, and cultural well-being, which in turn positively impacts workplace productivity, performance and engagement.

For more information, visit [www.deeroakseap.com](http://www.deeroakseap.com).

## CUSTOMER INFORMATION FOR ORDERING ACTIVITIES

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SIN 595-28

Service	Unit of Issue	Year 1 August 29, 2016 thru August 28, 2017	Year 2 August 29, 2017 thru August 28, 2018	Year 3 August 29, 2018 thru August 28, 2019	Year 4 August 29, 2019 thru August 28, 2020	Year 5 August 29, 2020 thru August 28, 2021
<b>Al a Carte EAP Services</b>						
On-site Critical Incident Stress Debriefings (CISDs) 2-hour minimum	HR	\$ 241.81	\$249.07	\$256.54	\$264.24	\$272.16
EAP Orientations/Webinars/Training Courses/Educational Seminars	HR	\$ 290.18	\$298.88	\$307.85	\$317.08	\$326.60
DOT Substance Abuse Professional (SAP) Evaluations	CS	\$ 483.63	\$498.14	\$513.08	\$528.47	\$544.33
On-site Event Participation i.e. Health and Wellness Fairs, Open Enrollment, etc.	HR	\$ 72.54	\$74.72	\$76.96	\$79.27	\$81.65

<b>Professional Labor Categories (Non-SCA)</b>						
Program Manager	HR	\$ 122.60	\$126.28	\$130.07	\$133.97	\$137.99
Counselor I- Bachelor's Level	HR	\$ 47.15	\$48.57	\$50.03	\$51.53	\$53.07
Counselor II- Master's Level	HR	\$ 84.88	\$87.42	\$90.05	\$92.75	\$95.53

<b>Al a Carte Wellness Services</b>						
Standard Wellness Coaching	PEPM	\$ 0.44	\$0.46	\$0.47	\$0.49	\$0.50

<b>Comprehensive EAP &amp; Work/Life Program (Domestic Only)</b>						
Domestic EAP Visit Model Options						
1-3 Session Model	PEPM	\$ 1.14	\$1.18	\$1.21	\$1.25	\$1.28
1-5 Session Model	PEPM	\$ 1.29	\$1.33	\$1.36	\$1.41	\$1.45
1-6 Session Model	PEPM	\$ 1.40	\$1.44	\$1.49	\$1.53	\$1.58
1-8 Session Model	PEPM	\$ 1.53	\$1.57	\$1.62	\$1.67	\$1.72

## TRAINING COURSES

Course Title	Course Length	Minimum Participants	Maximum Participants	Year 1 August 29, 2016 thru August 28, 2017	Year 2 August 29, 2017 thru August 28, 2018	Year 3 August 29, 2018 thru August 28, 2019	Year 4 August 29, 2019 thru August 28, 2020	Year 5 August 29, 2020 thru August 28, 2021
ACCOUNTABILITY	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
COACHING FOR PERFORMANCE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
COMMUNICATING CHANGE TO EMPLOYEES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
COMMUNICATION SKILLS FOR COLLABORATION AND WORKING EFFECTIVELY WITH OTHERS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
CONFLICT MANAGEMENT FOR SUPERVISORS AND MANAGERS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
DIVERSITY IN THE WORKPLACE: MAINTAINING AN INCLUSIVE ENVIRONMENT	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
DRUG-FREE WORKPLACE COMPLIANCE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
LEADERSHIP ESSENTIALS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MANAGING DIFFICULT PERSONALITIES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MANAGING IN A MULTIGENERATIONAL WORKPLACE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MANAGING IN A VIRTUAL WORLD	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MANAGING THE APPRAISAL PROCESS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MANAGING UNDER PRESSURE: MAKING DECISIONS AND COMMUNICATING	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
RECOGNIZING A TROUBLED EMPLOYEE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
SELECTING THE BEST: EFFECTIVE HIRING TECHNIQUES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
SEXUAL HARASSMENT PREVENTION IN THE WORKPLACE: OVERVIEW AND COMPLIANCE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60

Course Title	Course Length	Minimum Participants	Maximum Participants	Year 1 August 29, 2016 thru August 28, 2017	Year 2 August 29, 2017 thru August 28, 2018	Year 3 August 29, 2018 thru August 28, 2019	Year 4 August 29, 2019 thru August 28, 2020	Year 5 August 29, 2020 thru August 28, 2021
STRENGTHENING THE TEAM: BUILDING A COHESIVE AND INCLUSIVE TEAM	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
THE ART OF DELEGATION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
THE ART OF MOTIVATION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
THE STRATEGIC PLANNING PROCESS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
UNDERSTANDING MEDIATION TO RESOLVE DISPUTES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
VIOLENCE PREVENTION IN THE WORKPLACE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
BECOMING A FAMILY: NEW BEGINNINGS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
CARING FOR AGING RELATIVES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
CHANGING RELATIONSHIPS: YOU AND YOUR AGING PARENT/RELATIVE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EFFECTIVE COMMUNICATION WITH CHILDREN	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EFFECTIVE DISCIPLINE STRATEGIES: FACTORS INFLUENCING CHILDREN'S BEHAVIOR	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
ELDER CARE COMMUNITY RESOURCES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
ENHANCING YOUR CHILD'S SELF-ESTEEM	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
FAMILY TIES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
GRANDPARENTS RAISING GRANDCHILDREN	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
HOME ALONE? WHEN KIDS "OUTGROW" CHILD CARE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
IDENTIFYING SIGNS OF ADDICTION IN A LOVED ONE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MAKING THE GRADE: HELPING YOUR CHILD ACHIEVE IN SCHOOL	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MEET YOUR TEEN	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
PARENTS TAKING ACTION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60

Course Title	Course Length	Minimum Participants	Maximum Participants	Year 1 August 29, 2016 thru August 28, 2017	Year 2 August 29, 2017 thru August 28, 2018	Year 3 August 29, 2018 thru August 28, 2019	Year 4 August 29, 2019 thru August 28, 2020	Year 5 August 29, 2020 thru August 28, 2021
PREPARING TO LEAVE THE NEST	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
SUDDENLY YOU'RE A CAREGIVER	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
TEACHING CHILDREN TO EMBRACE CULTURAL AND RACIAL DIFFERENCES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
TEACHING YOUR CHILD RESPONSIBILITY	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
TECHNOLOGY AND KEEPING YOUR KIDS SAFE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
THE SANDWICH GENERATION: STRATEGIES FOR MULTIGENERATIONAL CAREGIVING	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EFFECTIVE BUDGETING	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
HOME BUYING STRATEGIES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
IDENTITY THEFT PROTECTION AND PREVENTION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
INSURANCE ISSUES: MEDICARE AND MEDICAID	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MAINTAINING PERSONAL AND FISCAL RESILIENCY DURING TOUGH ECONOMIC TIMES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MAKE YOUR MONEY WORK FOR YOU: A DEBT MANAGEMENT PLAN	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
PLAN YOUR DREAM VACATION ON A BUDGET	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
REBUILDING CREDIT: A DEBT MANAGEMENT PLAN	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
RETIREMENT: IT'S NOT JUST ABOUT THE MONEY	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
UNDERSTANDING HEALTH SAVINGS ACCOUNTS (HSAS)	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
YOUR ROUTINE FINANCIAL CHECKUP	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
ESTATE PLANNING: FIVE ESSENTIAL DOCUMENTS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60

<b>Course Title</b>	<b>Course Length</b>	<b>Minimum Participants</b>	<b>Maximum Participants</b>	<b>Year 1 August 29, 2016 thru August 28, 2017</b>	<b>Year 2 August 29, 2017 thru August 28, 2018</b>	<b>Year 3 August 29, 2018 thru August 28, 2019</b>	<b>Year 4 August 29, 2019 thru August 28, 2020</b>	<b>Year 5 August 29, 2020 thru August 28, 2021</b>
LEGAL ISSUES FOR ADULT DEPENDENTS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
POWER OF ATTORNEY AND ADVANCE DIRECTIVES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
A PERSONAL GUIDE TO BUILDING RESILIENCY AND COPING WITH CHANGE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
BEREAVEMENT: COPING WITH LOSSES	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
COMPASSION FATIGUE: INCREASING RESILIENCY	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
COPING WITH CHANGE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
DISRUPTING NEGATIVE THOUGHTS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EATING YOUR WAY TO WELLNESS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EIGHT STEPS TO A HEALTHY HEART	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EMOTIONAL SUPPORT: STAYING BALANCED IN A CHANGING WORLD	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EMPLOYEE EAP ORIENTATION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EXAMINING RELATIONSHIPS: HEALTHY VS. UNHEALTHY	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
LET'S SLEEP ON IT: DEVELOPING A HEALTHY SLEEP PATTERN	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
LIGHTEN UP WITH LAUGHTER	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
LIVING WELL ON THE FAST TRACK: EATING HEALTHY ON THE RUN	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
RELAXATION TECHNIQUES AT THE WORKPLACE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
SELF-CARE: REMAINING RESILIENT	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
THE PATH TO INNER PEACE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
THE MIND-BODY CONNECTION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
TIPS FOR SMOKING AND TOBACCO CESSATION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60

<b>Course Title</b>	<b>Course Length</b>	<b>Minimum Participants</b>	<b>Maximum Participants</b>	<b>Year 1 August 29, 2016 thru August 28, 2017</b>	<b>Year 2 August 29, 2017 thru August 28, 2018</b>	<b>Year 3 August 29, 2018 thru August 28, 2019</b>	<b>Year 4 August 29, 2019 thru August 28, 2020</b>	<b>Year 5 August 29, 2020 thru August 28, 2021</b>
WILL THERE BE A COUCH? WHAT TO EXPECT FROM COUNSELING	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
BULLYING: CONFRONTING HOSTILITY IN THE WORKPLACE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
BUSINESS ETIQUETTE AND PROFESSIONALISM	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
CHANGE OR REARRANGE IT WITH FENG SHUI	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
CRITICAL THINKING	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
DEALING WITH DIFFICULT PEOPLE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EFFECTIVE COMMUNICATION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
EVERYTHING IN ITS PLACE: GETTING ORGANIZED	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
HOLIDAZE: HOW TO ENJOY THE HOLIDAYS AND MINIMIZE HOLIDAY STRESS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
KEEPING YOUR LOVE ALIVE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MAKING A LIFE WHILE MAKING A LIVING: WORK-LIFE BALANCE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MAINTAINING RESPECT AND CIVILITY IN THE WORKPLACE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MANAGING WORKPLACE STRESSORS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MAXIMIZING YOUR DAY: EFFECTIVE TIME MANAGEMENT	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MOVING BEYOND THE BASICS: SAVING OUR PLANET	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
PLANNING FOR PROFESSIONAL GROWTH	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
SAY WHAT YOU MEAN THE RIGHT WAY: HEALTHY FORMS OF COMMUNICATION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60



Course Title	Course Length	Minimum Participants	Maximum Participants	Year 1 August 29, 2016 thru August 28, 2017	Year 2 August 29, 2017 thru August 28, 2018	Year 3 August 29, 2018 thru August 28, 2019	Year 4 August 29, 2019 thru August 28, 2020	Year 5 August 29, 2020 thru August 28, 2021
THE ART OF CONFLICT RESOLUTION	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
THE SCIENCE OF INTERPERSONAL RELATIONSHIPS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
YOU MAKE ME SO MAD!	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
HELPING CHILDREN ADJUST TO AN INTERNATIONAL MOVE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
MAKE THE MOST OF AN INTERNATIONAL ASSIGNMENT	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
PRACTICAL STRATEGIES TO STAY SAFE	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
RETURNING HOME: RECONNECTING	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60
SUPPORT FOR ACCOMPANYING PARTNERS	1 Hour	10	50	\$290.18	\$298.88	\$307.85	\$317.08	\$326.60

1b.

Standard Wellness Coaching	PEPM	\$ 0.44	\$0.46	\$0.47	\$0.49	\$0.50
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# LABOR RATE TABLE:

Professional Labor Categories (Non-SCA)		Year 1 August 29, 2016 thru August 28, 2017	Year 2 August 29, 2017 thru August 28, 2018	Year 3 August 29, 2018 thru August 28, 2019	Year 4 August 29, 2019 thru August 28, 2020	Year 5 August 29, 2020 thru August 28, 2021
Program Manager	HR	\$122.60	\$126.28	\$130.07	\$133.97	\$137.99
Counselor I- Bachelor's Level	HR	\$ 47.15	\$48.57	\$50.03	\$51.53	\$53.07
Counselor II- Master's Level	HR	\$ 84.88	\$87.42	\$90.05	\$92.75	\$95.53

## LABOR CATEGORY DESCRIPTIONS:

### Program Manager

**Relevant SIN(s):** 595-28

**Functional Responsibilities:** Provides administrative oversight and is responsible for all aspects of program performance including the financial, clinical, and quality assurance functions. The PM oversees the day-to-day management of the program and is also responsible for contract management and the coordination of communication between Deer Oaks and the contracting agency.

**Minimum Education and Experience:** Bachelor's degree in administration, business or related field required (Master's degree preferred). 5+ years of project/program management experience required.

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### Counselor I (Bachelor's level)

**Relevant SIN(s):** 595-28

**Functional Responsibilities:** Provide advice, counseling, crisis intervention, and case management for individuals, couples, and families on a variety of subjects in order to improve emotional, social, family, education, or employment situations. The position is also responsible for identifying and providing resources as appropriate to help clients improve their overall well-being.

**Education and Experience:** A bachelor's degree in psychology, social work, or a related human services field and a minimum of 2 years of experience is required.

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### Counselor II (Master's level)

**Relevant SIN(s):** 595-28

**Functional Responsibilities:** Provide assessments, advice, crisis intervention, and counseling for individuals, couples, and families on a variety of subjects in order to improve emotional, social, family, education, or employment situations. The position may also be licensed to diagnose mental illnesses and other psychological impairments, conduct psychological testing, and provide psychotherapy.

**Education and Experience:** A master's degree in counseling, social work, or related field, and a minimum of 3 years of experience is required.

## DESCRIPTION OF INTEGRATED DOMESTIC EAP & WORK/LIFE SERVICES:

### **Service Delivery Philosophy**

As an integrated provider of EAP and Work/Life solutions, Deer Oaks is positioned to deliver the most seamless services to Client employees, retirees, and family members. We have the knowledge and capability to provide employees with the most holistic support to achieve efficient and thorough resolution of their issue.

Unlike many of our competitors that utilize separate call centers and/or organizations for the provision of EAP, Work/Life and Wellness services, as well as after-hours Helpline coverage, the Deer Oaks program is delivered 24/7 by EAP and Work/Life staff members who are working under one roof, using one case management system, and following the same quality standards. While different departments maintain their core competencies, there is harmony among the service delivery philosophy, supervision structure, training methods, and operating procedures. This genuine integration allows for greater consistency in the management and delivery of services to our clients.

Due to this integration, when calling the Helpline, employees are connected with all of the relevant services at once. Employees of a truly integrated EAP and Work/Life program like Deer Oaks are the best equipped to identify underlying issues and develop a plan for addressing all of the employee's needs.

*For example, an employee may be overwhelmed by the loss of her parent, who had been the caregiver for her young children. With just one phone call, we can begin the process of arranging face-to-face counseling sessions, locating referrals for local support groups, and identifying suitable child care providers near the employee's worksite.*

Further, our services are designed to support employees with a wide range of emotional health issues when short-term counseling has been deemed appropriate. These are issues for which we can assist in facilitating a positive outcome within a number of sessions offered over a short period of time. Deer Oaks offers three (3), five (5), six (6), and eight (8) visit model options for GSA customers.

The therapy concentrates on helping individuals identify the skills, strengths, and resources that are already present and moves them towards a solution. This model has been proven effective in helping address employees' personal and professional issues, helping them to avoid being absent from work or helping them to return to work as quickly as possible. Examples include but are not limited to stress, bereavement, depression, anxiety, relationship issues, dependent care concerns, wellness, substance abuse/dependence, and addictions.

Deer Oaks accepts self-referrals, supervisory-suggested referrals and formal management referrals to the EAP, as well as offers a full suite of Work/Life services and organizational management services. Our counselors are experienced at accurately assessing the presenting problem(s) during the initial assessment and identifying the appropriate type and level of assistance needed to effectively assist the participant in resolving his/her issue. If the presenting issue(s) fall outside of the scope of the EAP or require longer-term treatment, we offer resources to ensure that the employee is placed on the path he/she needs to get more intensive support.

Finally, our EAP and Work/Life Programming is anything but one-size-fits-all. Our programs are designed to be flexible and are able to be customized to the individual needs of our clients- even if those needs change throughout the contract term.

## **OVERVIEW OF SERVICES:**

All of our Domestic EAP Visit Model Options include the following services:

### **Counseling Services**

- Accessible 24 hours per day, 7 days per week, 365 days per year via the toll-free Helpline, iConnectYou Smartphone App, and online via LiveCONNECT instant messaging (live chat with a Work/Life Consultant)
- TDD/TTY service options available
- Telephonic translation service for more than 200 languages
- Helpline answered "live" by Master's level clinicians 24/7 - *members will never reach an automated voice messaging system, phone tree or general customer service representative*
- In-the-moment telephonic support and crisis intervention
- Telephonic clinical assessments available during the initial call
- Referrals to providers for short-term counseling through the EAP provided based on clinical suitability, member's location, presenting problem, needs, availability, and counselor-client matching (gender, ethnicity, religious preference, etc.). The client is then provided with the selected provider's information for appointment scheduling.
- Short-term individual, marital, and family counseling available (up to 3,5,6,or 8 sessions depending on the selected visit model)
- Counseling available in-person, telephonic, online or video
- Referrals to local community resources and other benefit plans i.e. medical plan, wellness program offered as appropriate

### **Case Management/Follow-up**

- All clinical EAP cases are overseen by a clinical case manager who is responsible for managing the progress, quality and clinical content of the counseling
- The case manager interacts with the in-person counselor at the beginning phase to establish the treatment focus
- Follows-up telephonically at prescribed intervals during the case process to ensure quality and review the client's progress toward goal attainment
- Recommends referrals to resources outside of the EAP as necessary

### **Work/Life Services**

- Work/Life consultants consult with members regarding their Work/Life needs, streamline searches, contact referral agencies to ensure availability, and provide confirmed match referral packets within three (3) business days for standard work/life cases and within six (6) business hours for urgent cases- *the industry's fastest turnaround time*
- Includes consultation and resources for child care, elder care, and daily living issues i.e. adoption, parenting, education, pet sitters, moving services, home repair, etc.
- All provided referrals are qualified and matched to the specific needs and requirements of the user—100% of the time.
- Online Work/Life Resource Locators

### **Legal Consultation**

- Free 30-minute telephonic advice consultation or in-person consultation with an attorney. *93.60% of EAP participants resolve legal matters within this free consultation*
- Attorneys are available immediately for telephonic consultation; in-person consultations are scheduled
- Consultation consists of analysis of the situation and advice on how to proceed
- If representation is required, members receive a 25% discount off hourly attorney fees
- Covered Issues: Family Law, Criminal, Bankruptcy, Adoption, Elder Care/Wills/ Trusts/Estate Planning, Consumer Issues
- Excluded Issues: Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes
- There is no limit to the number of times you can use the service for different issues
- Coverage available in all 50 states
- Unlimited access to online educational resources, links and tools
- Interactive online will preparation- create a legally binding simple state-specific will at no cost through a step-by-step online "interview process"

### **Financial Consultation**

- Free unlimited telephonic consultation with an Accredited Financial Counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning
- Counselors address issues via a toll-free information line, and follow up by mailing supporting educational materials
- Excluded issues include tax issues, counseling, advice or comparison of specific financial services or products
- Unlimited access to a wealth of online educational financial resources, links, tools, and forms (i.e. tax guides, financial calculators, etc.)
- Includes self improvement "Task Builders" for interactive financial improvement
- Articles, worksheets, and handbooks

### **Identity Theft Prevention & Recovery Services**

- Provides victims consultation with an Accredited Financial Counselor who will discuss the situation with the member and provide consultation and information on steps that should be taken upon discovery of identity theft
- Free online credit monitoring service available at [deeroakseap.com](http://deeroakseap.com)
- Resource links, tip sheets, and brochures on avoiding and identifying identity theft are available along with referrals to full-service credit recovery agencies

### **Management & Organizational Services**

- Unlimited telephonic management consultation with our specialized manager consult team, with program and policy suggestions
- Supervisor-mandated referrals: Deer Oaks provides assistance to managers in making Management Directed/ Mandatory Referrals to the EAP and responds quickly to all mandatory referral requests. Follow-up assessment/compliance reports are provided to the employer's point of contact within the limits of the professional confidentiality regulations.

- Fitness-for-Duty consultation and referral: Expert telephonic consultation dealing with decisions regarding the need for a Fitness-for-Duty (FFD) Evaluation and can assist in recommending a FFD facilitator and coordinating a referral to the provider. However, the employer is solely responsible to decide whether to refer an employee for a Fitness-for-Duty Evaluation. The Client is responsible for working directly with the FFD provider, as well as paying for the Fitness-for-Duty Evaluation directly.

### **Program Promotion**

- Dissemination of electronic and hard copy promotional materials including wallet cards, brochures, fact sheets, topical flyers and posters at contract inception and as requested throughout the year
- Monthly employee and supervisor e-newsletters
- Electronic HR/Supervisor Handbooks
- Training Catalog
- Topic-specific, ongoing promotions such as our Did You Know Campaign to reinforce program awareness and drive utilization
- Electronic articles for inclusion in internal communications
- Add a link to the Client's intranet system to the EAP website
- Custom marketing plan to meet each Client's needs

### **Engagement Engine Work/Life Website**

- Branded with Client logo and color scheme
- Available for viewing in English and Spanish
- LiveCONNECT- chat with a work/life consultant 24/7
- eSessionCONNECT- online counseling module
- 7 content divisions: Parenting, Aging, Balancing, Thriving, Living, Working, and International with 61 content modules and 503 content categories
- More than 4,000 regularly updated articles
- Over 300 streaming audio files and 30 video files covering a range of health and emotional health topics
- Searchable databases for child care providers, elder care and related services, adoption resources, attorneys, certified financial planners, pet sitting, private and public high schools and colleges, and volunteer opportunities
- 70 interactive health and emotional health assessments
- News for You updated at least monthly. Client-specific benefit information may be highlighted in this section
- Savings Center: a discount shopping program offering employees up to 25% discounts on name-brand goods and services
- 106 ready-to-use legal forms provided by Nolo
- 40 financial calculators

### **Online Training**

- On-demand training archive, with a new presentation added monthly
- 18 skill builder training modules combine valuable training with the ease and flexibility of learning online. They are fully narrated with an optional closed-captioned feature. Certificates of completion are available for download following each session, making them an effective tool for workplace training.
- Pre-recorded EAP orientation links (employee and supervisor)

- Quarterly Supervisor Excellence Webinar Series

### **Account Management**

- Signature high-touch account management approach that offers flexibility and enhanced program customization to meet the Client's unique and changing needs
- Designated account manager assigned to each Client
- Responsible for the overall contract management, day-to-day customer interaction, implementation, reporting, communications, billing and complaint resolution
- Available to provide support, information, and keep the Client informed of program usage, trending data, and suggested specialized programming and/or support based on presenting issues, organizational strategies and goals

### **Reporting**

- Quarterly utilization reports include statistical usage information without infringing on member confidentiality
- Designated Client personnel are able to track utilization and run canned reports on demand through our Focus Administrative Dashboard
- Clinical Outcomes Reporting- We track participant-reported data after each counseling session. The data provides valuable information on counseling efficacy, client engagement, and service satisfaction (available in 2017)

### **Program Evaluation**

- Interactive Voice Response (IVR)-based satisfaction survey offered to members live at the end of their initial phone call with a counselor or work/life consultant and at case closure (results reported on a book-of-business basis)
- Online member satisfaction survey available at case closure
- Training survey
- CISD survey

### **EAP Network Management**

- Extensive national network of 54,000+ counselors located in every state and Puerto Rico available to receive referrals for Client employees and their dependents/household members
- Network is diverse and includes counselors that range in age, gender, ethnicity, race, expertise, treatment specialty areas and language capabilities.
- All providers are fully credentialed, state-licensed clinicians with a minimum of a Master's degree and three years minimum post-master's experience in the direct provision of clinical care.
- As a certified Credentials Verification Organization (CVO) through the National Committee for Quality Assurance (NCQA), our credentialing department performs primary source verification in accordance with NCQA standards each time a provider is credentialed or re-credentialed (every three years).
- All provider facilities are ADA compliant
- Active ongoing recruitment in areas with limited provider availability
- Ongoing provider monitoring to ensure quality

## **OVERVIEW OF AL A CARTE SERVICES:**

### **On-site Critical Incident Stress Debriefings (CISDs)**

- Rapid and efficient telephonic and/or on-site support based on needs, preferences, and clinical suitability
- An Incident Manager supports the Client from the initial consultation, to establishment of the intervention plan, through the event and post event follow-up
- Offer various responses including information, practical support, telephone crisis support, management consultation, on-scene management support, and on-site critical incident stress debriefings (CISDs)
- On-site support is available 24 to 72 hours following notification of the event
- 2-hour minimum charge for on-site support

### **EAP Orientations/Webinars/Training Courses/Educational Seminars**

- Robust training program designed to assist our clients in promoting a healthy and motivated work environment where employees are engaged and effective in their roles
- Training catalog offering 100 educational seminars on a variety of work/life, wellness and EAP topics
- Employee orientations
- Supervisor orientations
- Work/life and professional development seminars
- Alcohol/substance abuse education and awareness seminars
- Trainers have a minimum of five (5) years of experience in their content areas, knowledge of the industry, and familiarity with workplace environments.

### **DOT Substance Abuse Professional (SAP) Evaluations**

- Telephonic consultation regarding the need for a DOT SAP referral in cases where security- and safety-sensitive employees violate DOT drug and alcohol regulations
- Follow the standards for SAP services as stipulated by the Department of Transportation- 49 CFR Part 40 and makes recommendations concerning education, treatment, follow-up testing, and aftercare
- The SAP monitors the employee's compliance with treatment, provides a follow-up testing scheduling, and compliance reports to the designated Employer Representative

### **On-site Event Participation**

- Attendance at the Client's health fair(s), wellness program events, open enrollment sessions and other training events is an integral part of our program awareness campaign. These types of events create awareness and interest while allowing employees to interact, ask questions and learn about the program at a deeper level.

### **Standard Wellness Coaching**

- Unlimited access to wellness coaches who provide individualized, goal-oriented guidance, wellness education, strategy development, and encouragement
- Personalized program development and goal-setting
- Educational materials on fitness and health-related topics
- Secure personalized Web access to tailored Web content
- Using the website, complete an individual health assessment to create a personalized wellness plan



- Monthly e-mail promotions
- Quarterly newsletter
- Quarterly Wellness Coaching utilization report

2. Maximum order. \$1,000,000

3. Minimum order. \$100.00

4. Geographic coverage (delivery area). 50 United States; District of Columbia; Puerto Rico

5. Point(s) of production (city, county, and State or foreign country). Not Applicable

6. Discount from list prices or statement of net price. Net prices set forth above.

7. Quantity discounts. An additional 1% discount for any single contract that is greater than \$150,000.

8. Prompt payment terms. Net 30

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). None.

11a. Time of delivery. (Contractor insert number of days.) As negotiated with ordering agency and the contractor.

11b. Expedited Delivery. As negotiated with ordering agency and the contractor.

11c. Overnight and 2-day delivery. As negotiated with ordering agency and the contractor.

11d. Urgent Requirements. As negotiated with ordering agency and the contractor.

12. F.O.B. point(s). Destination.

13a. Ordering address.

126 E Main Pl Ste 8

San Antonio, TX 78205-2763

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address.

126 E Main Pl Ste 8

San Antonio, TX 78205-2763

15. Warranty provision. None.

16. Export packing charges, if applicable. Not Applicable
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). None.
18. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable
19. Terms and conditions of installation (if applicable). Not Applicable
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable
- 20a. Terms and conditions for any other services (if applicable). Not Applicable
21. List of service and distribution points (if applicable). Not Applicable
22. List of participating dealers (if applicable). Not Applicable
23. Preventive maintenance (if applicable). Not Applicable
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/). [www.deeroakseap.com](http://www.deeroakseap.com)
25. Data Universal Number System (DUNS) number. 078619872
26. Contractor is registered in the SAM database. Valid until 11/01/2017.